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ABSTRACT

The purpose of this section is to specify the procedure for making changes to the ERIC database after the data involved have been announced in the abstract journals RIE or CIJE. As a matter of general ERIC policy, a document or journal article is not re-announced or re-entered into the database as a new accession for the purpose of accomplishing a change to its record (e.g., a Level of Availability change). It is not desirable to create essentially duplicate records in the database because of the long term adverse effect of such duplicates on retrieval activities. It is preferable to make a change to an existing record and to see that the database files distributed to vendors are eventually updated with such changed records. This manual states the policies for making changes, defines acceptable versus non-acceptable changes, and details the procedures each component of the ERIC system must follow in order to see that different kinds of database changes are accomplished properly. (WTB)

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Processing Manual

Rules and Guidelines for the Acquisition, Selection, and Technical Processing of Documents and Journal Articles by the Various Components of the ERIC Network

Section X: Database Changes (Post-Publication)

June 1992

Educational Resources Information Center (ERIC)
U.S. Department of Education

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DATABASE CHANGES (POST-PUBLICATION)

Summary of Significant Rules

1. Documents and journal articles should not be re-entered (re-accessioned) into the database and re-announced simply for the purpose of accomplishing a change to their records or level of availability. Rather, the existing record should be corrected/changed.

2. Changes to the existing database on a post-publication basis are expensive; however, errors affecting contributors, the identity of the document, its EDRS availability or price, or its retrievability under important access points should be corrected. Minor typographical, spelling, or punctuation errors, or other errors that do not affect the factors listed above, are not critical and in isolated instances need not be corrected. The ERIC Facility is responsible for approving all post-publication changes to the master ERIC database.

3. Lexicographic changes made to the ERIC *Thesaurus* and/or *Identifier Authority List* (IAL) are eventually reflected, via backfile changes, in all resumes carrying the changed terms.

4. Post-publication changes are made to the database twice a year, immediately prior to the preparation of the cumulative indexes.

5. In the case of duplicate records detected post-publication, the "best" record will be retained in full and the other record will be truncated to prevent its retrieval and will be cross-referenced to the record retained.

6. EDRS Availability changes can be from Level 1 to 2 or 3, or from Level 2 to 1 or 3. There is currently no provision for changing from Level 3 to 1 or 2.

7. Microfiche header and content errors that are caused by EDRS are correctable under the terms of their contract and should be called to their attention.

8. Refilming and redistribution of a document due to a contributor, Clearinghouse, or Facility error (but not an EDRS error) is expensive and each such recommendation must have the prior approval of Central ERIC.

X. DATABASE CHANGES (POST-PUBLICATION)

A. *Introduction*

The purpose of this section is to specify the procedure for making changes to the ERIC database *after* the data involved have been announced in RIE or CIJE (or after the abstract journal issue in which the data will be announced has passed its cut-off point for changes).

The cut-off point for changes for both journals is *approximately* five (5) weeks before its publication date (the first of the month whose name the issue bears) and can be determined precisely from the current RIE and CIJE Master Schedules. Changes *prior* to that point can be made without restriction by a simple telephone call to the RIE editors at the ERIC Facility (or, in the case of CIJE, the CIJE editors at the CIJE Publisher), with written confirmation following, where appropriate (see **Section IX** for details on pre-publication changes). Changes *after* that point are subject to the policies and procedures described below.

B. *General Policies*

1. Re-announcement Policy

As a matter of general policy, a document or journal article will *not* be re-announced or re-entered into the database as a new accession for the purpose of accomplishing a change to its record (e.g., a Level of Availability change). It is not desirable to create essentially duplicate records in the database because of the long term adverse effect of such duplicates on retrieval activities. It is preferable to make a change to an existing record and to see that the database files distributed to vendors are eventually updated with such changed records. Attempts to re-announce a document or journal article will generally be detected as duplicates and treated as such during Facility processing.

2. Acceptable vs. Non-Acceptable Changes

Changes to a database record after publication can be of varying degrees of importance and acceptability. Changes can be classed as either corrections or requested alterations.

Following the production of the printed monthly abstract journal, the monthly computer file, or the microfiche, errors such as typos, absence of data, incorrect or garbled data, may be detected and corrections may be requested. An example of a request to correct such an error (incorrect volume number cited in journal citation) can be seen in **Figure X-1.**

Occasionally authors or institutions may request an alteration in a document description even though the ERIC record accurately reflected the document as issued. An example of such a request might be to add an author not appearing on the document or to delete a name that did appear. Since the ERIC rule is "to catalog from the piece," without additional research, alteration requests are generally not honored. Some examples are treated below:

OSU

The Ohio State University

University Libraries
Columbus, Ohio 43210

27 December 1991

Educational Resources Information Center
U.S. Department of Education
Washington, D.C. 20208

Dear ERIC Administrators:

Please be advised that I have found a set of errors in the ERIC CD-ROM database and in the printed Current Index to Journals in Education.

The enclosed copy of a title page from the Journal of Teacher Education indicates volume 39, but in the ERIC system the citations to each of the ten articles in this issue refer to volume 33. This affects the accession numbers EJ383184 through EJ383193.

I thought you would want to know this, so that, even though the printed indexes cannot be corrected, the database can be.

Thanks very much for your attention to this problem.

Sincerely,

Martin Jamison

Martin Jamison, Reference Librarian
Education/Psychology Library
060 Arps Hall
1945 North High Street

614-292-6275

FIGURE X-1: SAMPLE LETTER REQUESTING A POST-PUBLICATION CHANGE

As a general rule, any errors that would affect an upcoming printed index should be corrected. Minor spelling and typographical errors that would have little or no effect on contributors' sensibilities, document identity, printed indexes, or computer retrieval, need not be corrected post-publication.

a. Personal Author, Preparing Institution

Errors in the Personal Author or Preparing Institution fields can be troubling to the contributors of documents and often must be corrected for public relations reasons, no matter how small they may be.

On the other hand, alterations requested by an author or institution that are at variance with the information actually on the document must usually be rejected. Examples of such requests are: (1) author has since married or divorced and wants name changed accordingly; (2) a person claims to be an author whose name was left off a document; (3) an institution requests its name be recorded in a way that doesn't conform to ERIC or standard cataloging practice, e.g., with a *"The"* in front of the name. ERIC clearly cannot get involved in continually "updating" the names of the hundreds of thousands of authors it has recorded over the years. The rule is simple: author names are, with rare exceptions (e.g., obvious misspelling), recorded as the name appears on the document. Requests to be added as an author or to have author names deleted or re-sequenced *must* be accompanied by documentation from the other authors and/or institutions involved indicating that the requested alteration is acceptable by all parties that it affects. ERIC must avoid getting in the middle of disputes between document-generating entities. When in doubt, the prudent course is to stay with what was published on the document.

b. Title, Journal Citation, Publication Date, Report Number

Errors in these fields can impact the basic identity of the document and must often be corrected in order for the document to be correctly identified in future transactions.

Sometimes an author or institution may request an alteration in these fields that does not conform to standard cataloging practices. For example, an author might request unjustifiably that a conference paper be given a journal citation for the journal to which the paper has been submitted for possible publication. An explanation of the reasoning behind the cataloging practice will usually suffice to deflect such requests.

c. Availability, EDRS Availability, Pagination, Level

Errors in the Availability field (e.g., a wrong address) that would affect the ability of users to obtain the document must be corrected. Similarly, errors in the Pagination or Level fields that would create an incorrect EDRS availability or price must also be corrected. An error in the Level field that causes the document to be made available at variance with the preparing institution's wishes must be corrected.

However, requests to change the information in the Availability field simply to keep it up-to-date (e.g., price increases, going out-of-print, organization changes location, etc.) are not acceptable. ERIC records the availability of a document at the time it originally catalogs it. Eventual changes in this information are a "fact of life," generally recognized by users. ERIC cannot attempt to keep abreast of all the changes in external availability for the thousands of documents in its database carrying such information.

d. Contract Number, Language, Geographic Source, Publication Type, Governmental Status, Target Audience

Errors in these fields, while of less urgency because they do not seriously affect either the contributor's sensibilities, the basic identity of the document, or its availability or price, should nevertheless be corrected because they can affect retrieval efforts.

The Contract Number, Language, Geographic Source, and Governmental Status fields deal with matters of fact that can be objectively determined. There should be no problem in evaluating requested changes to these fields. The Publication Type and Target Audience fields are "indexing" fields more dependent on the subjective judgment of the cataloger and less open to exact determination.

e. Descriptor, Identifier

Because of the computer process by which Descriptors are validated against the ERIC *Thesaurus*, errors in the sense of spelling errors do not occur in this field. However, format and/or spacing errors may still occur (e.g., *"Data Bases"* in lieu of *"Databases"*) and need to be corrected when detected. Also, valid Descriptors that are "incorrectly" assigned for other reasons should be corrected as they have an impact on both printed cumulative indexes and on computer retrieval.

Although Identifiers are validated by computer against the *Identifier Authority List* (IAL), the program only calls non-IAL Identifiers to the attention of the editors and does not automatically delete new Identifiers; thus spelling and format errors can occur. Such errors should be corrected as they have an impact on printed indexes and computer retrieval.

f. Abstract/Annotation

Abstract field changes are expensive in that the entire lengthy field must be re-keyed. Correction of abstract errors are generally limited to those accessions where: (1) two abstracts have been accidentally switched; (2) lines of abstract text have been inadvertently dropped; (3) errors in words have conveyed significant faulty information (e.g., the word *"insignificant"* keyed instead of *"significant"*).

Minor changes in this field (e.g., spelling or punctuation) should not normally be accepted. Errors of this type do not normally have an effect on the factors referred to previously and can be tolerated without significant harm to the database.

Abstractor initials are not significant in any database application and any errors occurring there need not be corrected post-publication.

3. Responsibility for Making Database Changes

Post-publication changes may be recommended by users or any component of the ERIC system. ERIC Clearinghouses routinely receive copies of the Single Frame Resumes (SFRs) each month in advance of the printed RIE issues and have an early opportunity to detect errors. All post-publication change recommendations should be forwarded in writing to the ERIC Facility to the attention of the Facility Editors.

Responsibility for deciding what changes are acceptable and which are not acceptable rests with the ERIC Facility. In difficult or controversial cases, the Facility will obtain the concurrence of its Central ERIC monitor before taking final action.

In all change situations it is useful to keep in mind that the ERIC Facility is responsible for the integrity of the ERIC Master Magnetic Tapes and the ERIC Reproduction Service (EDRS) is responsible for the integrity of the Microfiche Master Rolls.

4. Vocabulary-Based Backfile Changes

The ERIC Facility (Lexicography Department) is responsible for making backfile changes based on lexicographic changes made to the ERIC *Thesaurus* and/or the *Identifier Authority List* (IAL). In such cases, all resumes in the ERIC files affected by the terms being changed are changed to agree with the latest lexicographic decisions. When such changes involve the deletion of terms and their transfer to another term or terms (e.g., Identifier to Descriptor), they are called "Transfer and Delete" transactions.

5. Schedule for Making Changes

Changes to the RIE and CIJE backfiles require the total re-duplication of the backfile and for economic reasons cannot be made frequently.

While recommended changes may range across the entire database, the majority usually concern relatively recent announcements and therefore should be accomplished in time for the cumulative indexes.

Backfile changes are done twice annually, following the production of the June and December issues and in connection with the preparation of the cumulative indexes. Typically the backfile correction cycle takes place during the month of July for the January-June cycle and during January for the July-December cycle.

6. Backfile Update Tapes (for Database Retrieval Vendors)

Once a year, immediately after completion of the last cumulative index and backfile update for that year, a tape will be generated containing the full record of every accession affected by backfile change activity that year. This tape will be duplicated and made available on demand to all retrieval system vendors, and other tape subscribers.

This updating procedure, involving only a relatively small number of records each time, is to be distinguished from a complete file reload, which requires that *all* records be replaced.

C. *Procedures for Making Changes*

1. Clearinghouse Actions

While most recommendations for database changes come from the ERIC Clearinghouses, the procedures noted below also pertain to Central ERIC, the CIJE Publisher, or any other ERIC component submitting a change.

To request a change, a Clearinghouse should send the Facility, in writing, the following information:

a. **Accession Number** (ED or EJ Number) of the document or article to be changed.

b. **Title** of the accession (to insure against error in recording the accession number). A Xerox copy of the resume from the announcement journal is a convenient way to meet this and the above requirement.

c. **Error detected or change** to be accomplished. Please be as specific as possible so that there is no ambiguity in what should be done.

d. **Justification**. For outright errors no justification is needed. It is sufficient to call an error to the Facility's attention and to leave the decision as to whether to correct up to the Facility. However, for other kinds of changes, the submitter should provide a reason. If the submitter wants a specific outcome, that outcome should be stated and/or documented.

e. **Supporting Documentation**. A copy of any written communication from the document/article author or source, pertaining to the change or providing an explanation of the reason for needing the change, should be attached. If the requester is not the primary author or source of the document and is requesting an alteration be made to the cataloging which would result in the requester replacing or being listed as the primary author or institution, written communication from the original primary author or contributing institution agreeing to such a change should be provided. Although rare, on occasion authors and/or institutions may disagree as to who should be given credit for a document. It is important that ERIC not act precipitously in such cases, but act only after the authorized *"owner"* of the document has agreed to the change.

NOTE: Many requests for changes, especially alterations to cataloging, originate from an author or institution first contacting a Clearinghouse. Prior to actually processing a change request, it may be advisable for the Clearinghouse to telephone the ERIC Facility's Senior Editor to discuss the requested change. Some requested changes, for example typographical errors, may already have been corrected and thus will not require any further action by the Clearinghouse other than feedback to the requester. In other cases, once the ERIC backfile change policy is explained to the requester, the request may be withdrawn.

2. **Facility Actions**

Upon receipt of the change recommendation, the Facility will:

a. Verify the way the data in question exist on the Master File.

b. Evaluate the change recommendation and decide whether it is acceptable or not acceptable.

c. Consult with Central ERIC (via the Facility monitor) on any problem cases or controversial changes.

d. If the change is accepted, file it with all other accepted changes to be made at the next scheduled backfile update.

e. If the change is not accepted, provide feedback to the submitter, where appropriate.

f. Make the change, at the next backfile update (every six months).

g. Include the entire changed record on the Backfile Update Tape which will be made available on demand to all database retrieval vendors (as well as all other tape subscribers).

D. Procedures for Handling Duplicate Records

All duplicates detected in the ERIC Master File should be brought immediately to the attention of the ERIC Facility. The general procedure is the same as for other kinds of changes. However, the Facility's final action on the file is slightly different in that a record is not so much changed as "de-commissioned" and taken out of circulation.

When duplicates are discovered, the Facility must decide which record to keep and which record to, in effect, discard. All other things being equal, the earlier record is retained and the later record (the one that "duplicated") is discarded. If, however, the later-appearing record is clearly the superior record in terms of the indexing and abstracting, or if it has a better level of availability to the public, then it is possible to decide in favor of retaining the later record.

Because the announcement of the duplicate in RIE has already taken place and because its microfiche has already been distributed, it is felt better to "skeletonize" (see next paragraph) the duplicate record and, by this process, take it out of circulation, rather than to totally expunge it from the tape files. The announcement and distribution that has already taken place cannot be totally negated and, therefore, it is better for ERIC to retain a record of what has happened than to have the record involved lost.

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At the same time, it is not desirable for the duplicate record to continue to emerge as a result of retrieval activities or in various publication by-products. In order to prevent this from happening, the duplicate is "skeletonized." That is, all the data elements that index the record are deleted and a note is inserted that will lead the user to the retained record. The only elements of a duplicate record that are retained are:

RIE: Accession Number, Title,
Note (e.g., "Duplicate of ED 123 456")

CIJE: Accession Number, Title, Journal Citation,
Note (e.g., "Duplicate of EJ 123 456")

The ERIC Facility will maintain a Master File of all duplicates detected in the ERIC files post-publication.

E. Special Procedures for Changes Affecting EDRS (e.g., EDRS Availability and Price Changes, Microfiche Header Changes, Refilming, etc.)

The ERIC Document Reproduction Service (EDRS) is a separate component of the ERIC system, operating under its own contract and scope of work. Errors created by EDRS during filming and microfiche production are corrected by EDRS without additional cost to the Government. Errors in the microfiche caused by other ERIC components may involve a cost to the Government if refilming and/or redistribution are involved. For this reason, change recommendations involving refilming and redistribution require the approval of Central ERIC. Central ERIC also approves all changes involving a reduction in EDRS availability (e.g., Level 1 to Level 2 or 3) based on reproducibility of the document experienced at EDRS.

1. Increasing EDRS Availability

a. From Level 2 to Level 1

This change generally occurs when the source cited for paper copy in the original announcement at Level 2 has exhausted its stock and is therefore now willing to let EDRS reproduce in paper copy, as well as in microfiche or other non-paper forms.

(1) Clearinghouse Actions

To request a change, a Clearinghouse should send the Facility, in writing, the following information:

(a) The **Accession Number** (ED Number) of the document.

(b) The **Title** of the document (to insure against error in recording the accession number).

(c) A copy of the **authorization** from the source to make the change from Level 2 to Level 1, or a statement to the effect that the Clearinghouse has received such authorization. (Authorization is not required if the source cited in the announcement was GPO.)

(d) A copy of any **written communication** from the document source pertaining to the change, or an explanation of the reason for needing the change.

(2) **Facility Actions**

Upon receipt of the communication from a Clearinghouse, the Facility will:

(a) Verify the existing EDRS Availability Level as it appears on the Resume Master File.

(b) Schedule required changes to the record for the next backfile correction cycle.

(c) Determine the paper copy price (via current EDRS price schedules) and inform EDRS, in writing, of the change, providing the information necessary to accomplish the change in their records.

(d) Keep a permanent file of Level change communications, by ED number.

(3) **EDRS Actions**

Upon receipt of the change information from the Facility, EDRS will alter its records and files as required *and will subsequently fill requests for paper copy as received.*

b. **From Level 3 to Level 1 or 2**

There is currently no mechanism within the ERIC system for changing the availability level of Level 3 accessions. The reasons are technical and relate to the reprographic techniques used to store and duplicate ERIC microfiche.

Due to the heavy demand for back collections of ERIC documents, it is necessary for the microfiche master (and production masters) to be on roll film. It is not possible to splice a previously missing (i.e., Level 3) fiche *into* the master roll without damaging the adjacent masters.

This limitation on Level 3 accessions can sometimes be cited in attempts to acquire copyright releases from contributors who initially reject giving ERIC Level 1 or 2 permission.

2. **Reducing EDRS Availability**

a. **From Level 1 to Level 2**

This change generally occurs under one of two possible circumstances:

- a document was mistakenly processed at Level 1 when the source intended to authorize only Level 2, or
- a document has been found by EDRS's actual experience to reproduce inadequately (for sale purposes) in paper copy blowback from the microfiche.

In the first instance, action usually starts with the Clearinghouses. In the second instance, action starts with EDRS.

(1) **Clearinghouse Actions**

To request a change, a Clearinghouse should send the Facility, in writing, the following information:

- The **Accession Number** (ED Number) of the document.
- The **Title** of the document (to insure against error in recording the accession number).
- **A copy of the request** from the source to make the change from Level 1 to Level 2, or a statement to the effect that the Clearinghouse has received such a request.
- **A copy of any written communication** from the document source pertaining to the change, or an explanation of the reason for needing the change.

(2) **EDRS Actions**

From time to time, EDRS discovers microfiche in the system that will not reproduce satisfactorily in paper copy. To fall into this category a significant number of the pages of the document should be illegible upon blowback. Such documents are generally older accessions that were filmed prior to the current evaluation procedures.

When such a document is discovered, EDRS will send Central ERIC, in writing, the following information:

- The Accession Number (ED Number) of the document.
- The Title of the document (to insure against error in recording the number).
- An explanation of the reason that EDRS wants to change the availability of the document.

Central ERIC will evaluate the request. If rejected for any reason, it will be returned to EDRS with an explanation. Approved requests will be properly annotated to this effect and returned to *both* EDRS and the Facility.

Upon receipt back from Central ERIC of an approved request, EDRS will:

- Adjust its order records to indicate that orders for paper copy will not be filled. Orders for paper copy will be returned to the customers with an explanation that they cannot be filled because of the poor quality of the original document.

(3) **Facility Actions**

Upon receipt of a justified request from a Clearinghouse (based on source's request), the Facility will:

- Verify the existing EDRS Availability Level as it appears on the Resume Master File.
- Schedule required changes to the record for the next backfile correction cycle.
- Inform EDRS, in writing, of the change, providing the information necessary to accomplish the change in its records.
- Keep a permanent file of Level change communications, by ED number.

Upon receipt of an approved EDRS "downgrading" request from Central ERIC, the Facility will perform the first, second, and fourth actions above and will also notify the processing Clearinghouse of the change.

b. **From Level 1 or 2 to Level 3**

This change, which is very infrequent, generally occurs when a document has been mistakenly processed at Level 1 or 2 when the source did not intend to authorize such processing. It may also occur if the document is so illegible that even the microfiche copy is unsatisfactory. The actions required are the same as in the procedure for the Level 1 to 2 change described above. Whenever possible, availability from a non-EDRS source should be determined for items becoming Level 3 and should be added to the Availability field during the backfile correction process.

3. **Microfiche Header Changes**

Microfiche headers exist for the basic purpose of identifying a given fiche. They are not changed with the same readiness that the database is changed unless the error interferes with this basic function.

Corrections should be made to microfiche headers in the following instances:

a. Two microfiche have accidentally switched headers;

b. There is an error in the ED number;

c. Significant displayed data elements (e.g., author's name) are sufficiently in error to either mislead the user or offend the contributor;

d. The microfiche header varies from the data announced in RIE and contained on the ERIC master file. (Such an error is necessarily an EDRS-generated error and should be called to their attention for routine correction.)

Because the information for microfiche headers is produced as a by-product of the processing of the monthly issue, the header normally will reflect the data as announced in RIE. Occasionally, however, an error may be detected after the issue has been forwarded for publication, but *before* the microfiche headers have been produced. If the error is in the data displayed in the header (e.g., page count, author's name, etc.), the single frame resume page and the microfiche header are both corrected, thereby resulting in a minor variance between the microfiche header and the data listed in RIE and on that issue's computer tape. (Backfile changes later correct the master magnetic tapes.)

4. Refilmings

Infrequently, a microfiche is found to contain a defective document (e.g., missing pages or sections, pages mixed up) which makes the item unusable. Usually these situations are reported by EDRS, a microfiche user, or a purchaser of a reproduced paper copy. The following actions are then taken:

a. EDRS contacts the Facility and requests a replacement copy.

b. The Facility attempts to obtain a replacement. If the document was originally received via the Facility (e.g., a Federal agency document), then the Facility Acquisitions Department seeks another copy. If the document originated from a Clearinghouse, the Facility contacts the Clearinghouse and requests another copy.

c. If a replacement copy is provided, the Facility paginates the document and prepares a new Single Frame Resume.

d. A backfile change is prepared and made at the next update to reflect the change in page count.

e. The Facility sends the document to EDRS via Central ERIC, for prior approval of the refilming.

f. EDRS then refilms the document and distributes replacement microfiche to its subscribers.

g. If a replacement document is not available, or when the new corrected microfiche is available, the user reporting the defect is contacted by the ERIC component in contact with that user.

NOTE: REFILMING AND ITS USUAL CONSEQUENCE, REDISTRIBUTION, ARE EXPENSIVE ACTIONS AND REQUIRE THE APPROVAL OF CENTRAL ERIC.

Summary of Post-Publication Change Procedures

Source Requesting Change, e.g., Clearinghouse	ERIC Facility Action	Central ERIC Action	ERIC Document Reproduction Service (EDRS) Action
Send to ERIC Facility: 1. Accession Number (ED/EJ Number) of record requiring change; 2. Title of document/article; 3. Nature of change to be accomplished; 4. Copy of Any Authorization or Written Documentation Supporting/Justifying Change.	1. Check existing record to determine how it currently actually appears on resume master file. 2. Verify that change is needed and evaluate it to see if it is justified (using EPM guidelines) 3. Obtain Central ERIC approval for changes involving refilming by EDRS. Consult with Central ERIC on any controversial changes. 4. Schedule-approved changes into the backfile correction cycle. Eventually make the change to master file. 5. Notify requester of disposition of change request. 6. Notify EDRS of any changes involving Availability Level, EDRS Price, Microfiche Headers, or Refilmings. 7. Keep permanent records pertaining to backfile changes. 8. Include changed record on annual backfile update tapes made available to all tape subscribers.	1. Approve (or deny) requests for refilming put before them by the Facility (or EDRS). 2. "Advise and consent" with Facility on any controversial changes for which Facility seeks Central ERIC approval.	1. Notify Facility of any existing microfiche from which satisfactory blowback cannot be made (for possible change to Level 2 or Level 3). 2. Upon receipt of change information from Facility pertaining to Availability Levels, EDRS Price, Microfiche Headers, or Refilmings, alter EDRS records and files as required, and subsequently fill user requests according to new Level. 3. Refilming Requests A. Refilmings due to EDRS error will be accomplished without cost to ERIC and will be re-distributed to users. B. Refilmings not due to EDRS error, but approved by Central ERIC, will be accomplished and redistributed to users with ERIC billed for agreed-upon change.

FIGURE X-2: SUMMARY OF PROCEDURES FOR POST-PUBLICATION CHANGES

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